

**Minutes of the Meeting of Bidford Health Centre PPG**  
**Wednesday 10<sup>th</sup> July 2019 at 6.30 pm**

**Attendance**

Dr. Deborah Edwards, Nigel Curtis, John James, Michael Godfrey, Michael Flaxman, David Lancaster, Wendy Lancaster, Tony Saunders, Joy Thyson.

**Apologies**

Jon Moll

**Minutes of the last meeting**

These had been circulated to the group via email. They were approved by the members present and signed by Dr. Edwards.

**Matters Arising not on the Agenda**

- (a) Footpath** – Mike had been in touch with Councilor Pemberton but still has to arrange a meeting due to holidays. This will hopefully take place soon.

Michael Godfrey raised the footpath matter at the recent Parish Council meeting but they continue to say it is not possible because of the 50 mph speed limit and funding is too expensive.

It was interesting that it was a comment made on the recent GP Practice Survey. This will continue as an item for discussion.

- (b) Recruitment to PPG** – John James has been putting together some information regarding the PPG to go to all Parish Council chairs with a view to having some representation or links with various Parish websites. Wendy always sends information to Bidford Parish Council for inclusion in their website when we have Information Evenings. See results of Patients Survey under Practice Update for further information
- (c) Bidford EMAIL** – This was mentioned in the previous Minutes (May 2019). Wendy reiterated that if anybody wants to receive this email they **MUST** send a written email to the Parish Clerk. Go to the Bidford Parish Website contact tab for the email address.

**Practice Update – Dr Deborah Edwards reported**

- (a) Industrial Diagnostics** have still not commenced working at the practice. Dr Edwards did not know the reason why but felt they should be there by now.
- (b) Survey results** on the whole were quite acceptable. Copy of results attached to minutes for full details.
- (i)* Regarding appointments the majority were happy with opening times and being able to make an appointment by phone or in person. It was appreciated that trying to get through at 8.30 am is very busy. The majority found the staff helpful, but pharmacy staff could improve their customer relations. The Advice Line again patients were aware of this and found it most useful and the overall experience of the Health Centre was excellent. Not a lot of patients are aware of the Extended Hours available. Communication with patients can be a problem – the surgery TV screen (most popular), Website (passwords were requested but no password is required to access [www.bidfordhealthcentre](http://www.bidfordhealthcentre)) or Newsletter seemed to provide insufficient information for the majority. There was a comment that *“Email would be great for the not so urgent enquiries to duty doctors or to be passed on to doctor concerned”*
- (ii)* A question was asked **did they know about the PPG** and 15 patients asked to be contacted. Wendy will send an email and invite them to the next PPG meeting in September.
- (iii)* Regarding communicating information regarding the PPG to patients Dr. Edwards said one of the most effective ways to promote the Information Evenings have been via the prescriptions. Hopefully this could continue to be used for the lead up to all Information Evenings particularly the next one on 18<sup>th</sup> September.
- (iv)* Suggestions for future Information Evenings were Pain Management and Cancer Awareness.
- (v)* Additional Services – NHS Dentist and Dental Services, Exercise Classes post-operative for joints, chiropody. With regards to blood tests the hospital provides domiciliary blood transfusions
- (vi)* A comment was made about the positioning of the bus stop – accident waiting to happen.
- (vii)* Michael Godfrey asked again how incorrect diagnosis are dealt with and what the procedures are. Is this picked up internally? Dr. Edwards said that these matters can be taken to the business meeting or anything similar.
- (viii)* To make new patients aware of the PPG information can be added to the New Patient Information Pack. Wendy will liaise with Jon regarding this.

- (c) Dr. Edwards reported that the Extended Access Monthly Analysis for June 2019 showed 50% Trinity and 50% Arrow. Of our quota, Bidford, 57% of our GP Quota, 10% of our Nurse Quota and 20% of our ANP Quota were taken up. Nothing was indicated for the Pharmacy.

**SWCCG – Mike Flaxman – notes has been circulated prior to the meeting and are attached to the Minutes**

- (a) Mike asked if the survey from the CCG had been completed that was sent to all PPG Chairs. Wendy did complete this but only because Mike had arranged for a copy to be sent because David had not received one. She also pointed out that a copy was sent via Jon Moll and it was received on the day it was due to be completed by. Clearly it had been sent to the wrong person initially. Mike would take this back information back to the person at the PPPG meeting.
- (b) The SWCCG as it stands is to be replaced by a combined CCG from South & North Warwickshire and Coventry. This will happen over the next few years to save money. It is hoped to be in place by 2021-2022.
- (c) Maternity staff need more training to deal with situations in the new hubs - see Mikes notes
- (d) Healthwatch – most of discussion items probably end up with Healthwatch.

**Information Evenings**

- (a) The arthritis Evening was well attended with 55-60 people attending.
- (b) The doctor's survey responses suggested two future topics, Pain Management and Cancer Awareness.
- (c) The diabetes Evening scheduled for 17th July is all prepared. Jon Moll had informed Wendy that it was not necessary for Natasha Lloyd Lucas, Commissioning Manager, NHS South Warwickshire Clinical Commissioning Group to have an input because he had arranged for Sister Julia Graham to do the session and she already has 30 people signed up. Wendy had received an email from Carole Dale passing on this information and said they were taking no more bookings unless via Jon or Sister Graham. Dr Edwards was not aware of this and PPG members have been telling people about the event so more may turn up on the night. It was agreed that all patients need to have the opportunity to attend. The purpose of the Information Evenings is to inform patients of the various topics so they are aware of health signs to look for.
- (d) Michael Godfrey had recently been to a Parish Council meeting (June) and asked how they were progressing with making Bidford a dementia friendly village. Apparently nothing has happened for the last twelve months. They had done some very limited training with Councilor's and staff in the Post Office. Michael feels there is scope for dementia training. There is a network of people who need to know what to expect and understand how to cope. Children and extended family members do not always understand what is happening to a loved one. Many of these situations are raised at the Bidford Dementia Cafe when Michael holds his carer's group sessions. Areas to cover would be, understanding dementia, symptoms to look for, different types of dementia, how the system works from diagnosis, how to manage different aspects of dementia, what support is out there, how family can be more supportive when they have difficulties

Michael suggested we work together with the Parish to reach their goal. All these areas of concern may require more than just an information evening, it may be necessary to plan a course for anyone interested. People suggested to assist - a medic who can give a report -Dr Onalarger was suggested by Dr. Edwards. Carol Zambournini and Colin Pearson from Carer's Trust. The date suggested is 18th September, but if doctor is not available then 16th October. Wendy would contact Mel at the Nuffield to see if they could arrange the doctor for us.

- (e) Pain Management Information Evening will be on whichever night is available September or October.

**Any other Business**

Mike said he had received the results of the South Warwickshire Foundation Trust Survey. He would email to Wendy who will circulate it to the group.

The next Big Breakfast arranged by the Rotary Club will be on Saturday 5<sup>th</sup> October in Crawford Hall from 10 am. Tickets will be available at the next meeting.

**Date of next meeting. Wednesday 11<sup>th</sup> September 2019.**

Future meeting dates –

13<sup>th</sup> November 2019.